

Creating a new world
of IP opportunities



Softswitch
Solutions

SEA SOFTSWITCH
unified communications

**Unified Communications
for all size enterprises**

 Tadiran Telecom



Communications - Simply Unified!

Tadiran Telecom's Sea Softswitch. A multimedia-over IP unified communications solution with powerful desktop applications.

- Pure IP softswitch
- Real-time distributed system
- Redundancy and fault-tolerant by design
- Rich desktop productivity tool
- SIP-based unified messaging
- Multiple applications: speech recognition, IVR, ACD, MCU, etc.

The Sea Softswitch is based on a completely new distributed architecture. Regardless of the number of sites, all Sea servers share one real-time distributed database, designed to meet any enterprise's communications needs. Sea Softswitch is a fully distributed system that utilizes open standards (including SIP, MGCP and CSTA), is fault tolerant by design, and is easily maintained via a web-based unified management system.



The Sea Softswitch is a complete Unified Communications solution that is user oriented, providing robust unified messaging capabilities, a personal desktop productivity tool, and a web-based portal for customizing routing rules and telephony features.

Features / Benefits

Open Standards

The pure IP Sea Softswitch provides flexibility and compatibility with other systems and applications by adhering to industry standards.

- SIP, MGCP, and CSTA protocol support
- Enterprise-class standard SQL database
- Secure, hardened Linux operating system
- Third party SIP endpoints/trunks and gateways support
- Real-time Fax over IP (T.38 standard)
- TAPI support (Sea Navigator)

Web-based Unified Management

Sea Softswitch Admin is based on innovative principles of management.

- Multi-level Administration (System, Group, and User) allows for quick and easy handling of end-user requests
- Unified management system for VM, Phones, ACD, Gateways, etc.
- Simple multi-site management
- Single licensing management
- Locationless administration for all users
- Concurrent administrators
- Time zone setting per site
- Secure remote login (HTTPS)
- Real-time Alerts and Notifications

User Centric

The Sea Softswitch is designed around the user rather than a device or phone extension. This allows the system to provide applications that match a user's changing needs.

- Users can be reached anywhere, any time on all devices via personal routing rules
- Allows for multiple devices, aliases, schedules, and routing rules per user
- Single consolidated mailbox for all devices per user
- User-based as opposed to device-based billing



ID	First Name	Last Name	Phone Number	Extension	Mobile Number	Mobile Extension	Active
10001	John	Doe	1234567890	1000	9876543210	1000	Yes
10002	Jane	Smith	0987654321	1001	1234567890	1001	Yes
10003	Bob	Johnson	1122334455	1002	6677889900	1002	Yes
10004	Alice	Williams	5566778899	1003	0011223344	1003	Yes
10005	Charlie	Brown	9988776655	1004	4433221100	1004	Yes

Redundancy

Sea Softswitch servers store identical information so services can be provided to users by any server.

- Each server (or site) is an active live backup for all the other servers in the system
- Fault tolerant by design
- Site can operate without connection to other sites as a "Survivable Remote" when the WAN connection is lost
- Comprehensive IP device registration load balancing and load sharing among servers

Applications

Essentially a communications services platform, Sea Softswitch provides a variety of optional applications.

- Sea Navigator unified communications desktop productivity tool includes IM capabilities, Outlook integration, presence / status information, built-in softphone, extensive search capabilities, personal and company directories, and other applications
- SeaMail integrated unified messaging system
- Conferencing facilities, including large secured N-way and Meet-me (up to 48 participants per server)
- Distributed ACD with agents/groups registered on various servers and geographically located at multi-sites
- Workgroup shared-line button functionality ideal for Customer Support / Pre-sales teams
- Multi-Layered Mobility - including Call Through, Call Back, and FlexiCall (forking - reach-me-anywhere)
- Enhanced 911 support to local or public emergency centers
- User synchronization with Active Directory

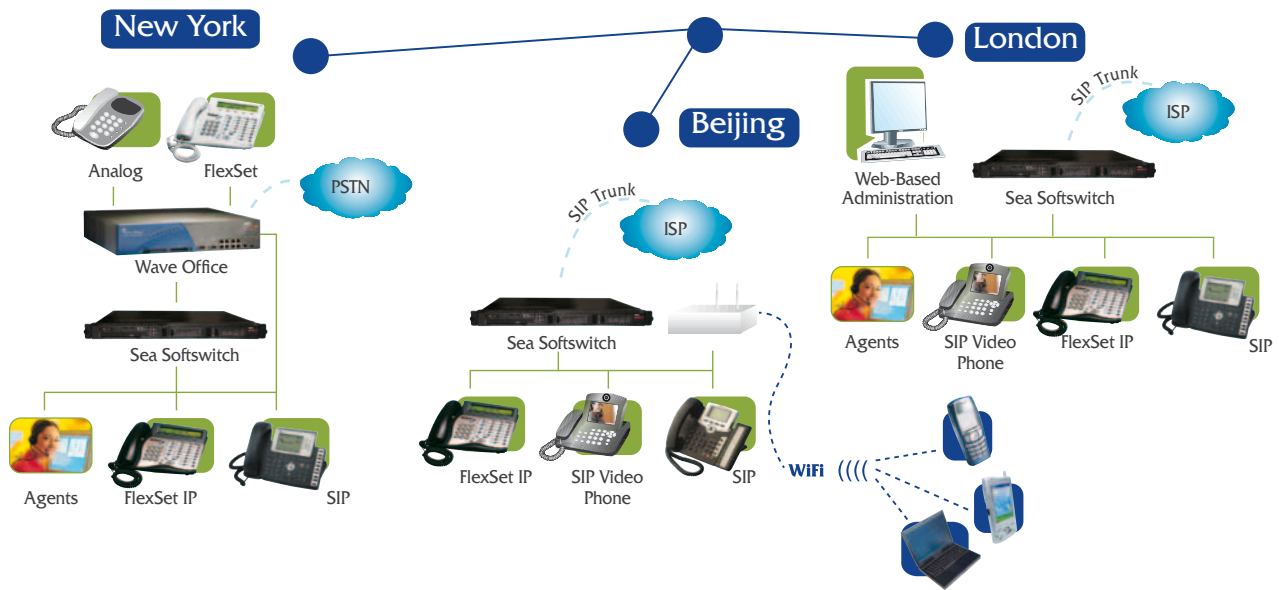
Closed User Groups

The system can be divided into autonomous sub-systems for complete separation of services within each sub-system.

- Provides a complete virtual telephony system per group of users enabling the flexibility to share or separate resources such as attendants, trunks, and other resources
- Separate management per group
- Provisions, profiles, and routing rules per group
- Billing and logging per group

Applications Scenarios

Distributed Enterprise Deployment



Distributed Enterprise - with its ability to join geographically dispersed satellite offices, the Sea Softswitch is the perfect platform to provide seamless communications and a single point of administration.

Hosted Deployment

Sea Softswitch is an ideal platform for Service Providers that offer telephony services to businesses.

In hosting environments where the database resides at the Service Provider NOC (Network Operations Center) or on the enterprise's premises, Sea Softswitch offers:

- Full redundancy
- Rich set of features / applications
- Centralized multi-site management
- Interoperability with 3rd party solutions
- Low hardware overhead
- Business continuity during network failure

Wave Gateway

The Wave Gateway comprises a family of dedicated Sea Softswitch gateways that can easily be configured and administered via the Sea Softswitch unified management system. Available in many models to match existing or new interfaces, they provide telephony connectivity and access points to integrate the

Sea Softswitch with telephone digital circuits, analog trunks, and single-line analog stations. Any of Tadiran's Coral systems can be converted to a Wave Gateway which allows for maintaining all existing Coral equipment, including terminals and various trunk interfaces.

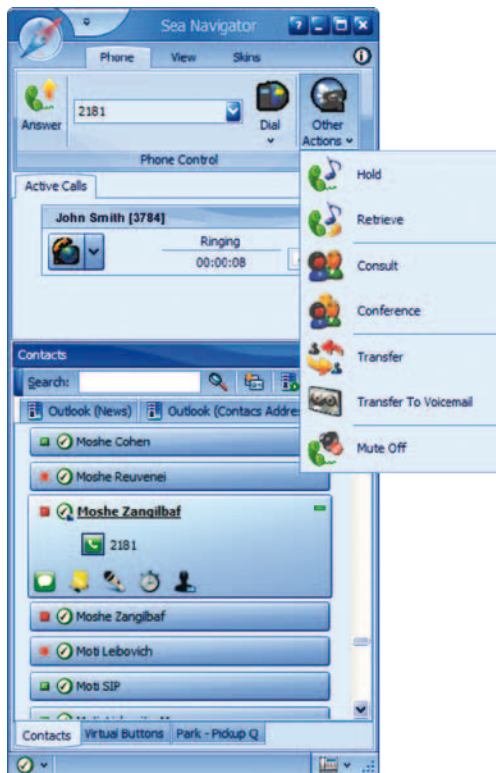


SeaMail (Unified Messaging)

The Sea Softswitch's integrated voicemail and Unified Messaging module, SeaMail allows users to receive voice and fax messages as email attachments in their inbox, or have their emails converted to voice files and listen to them from their phone. In addition, SeaMail is a Fax-over-IP solution providing fax-to-email and email-to-fax,

and can also be used as a fax server. The system can also be set up to work with other voicemail programs, such as Microsoft Exchange, and offers optional features, including speech recognition and Text-to-Speech.

Sea Navigator (UC)



The Sea Softswitch as a unified communications solution includes a smart UC client that provides call control of the users' phone. When away from their desk, the Sea Navigator's built-in softphone can, with one-click, log out of and acquire the phone's settings allowing users to handle calls directly from their PC desktop. Sea Navigator also offers:

- Rich set of telephony features
- User defined contact groups – dialing, instant messaging, and emailing (with LDAP integration) directly from Outlook, public, and personal contact lists
- TAPI service provider – supporting direct dialing and incoming pop-up screens from Outlook, ACT, Windows Dialer, and other TAPI compliant applications
- Virtual programmable buttons for speed dialing, voice paging, and presence monitoring
- Extensive call log (including missed, dialed, and answered calls) with search and flagging options
- Message Waiting Indicator
- Instant Messaging with full presence support
- Automatic upgrade upon login
- Attendant position functionality

Terminal Equipment

Tadiran offers a wide range of feature-rich SIP and MGCP phones and softphones. Smart IP keysets include the FlexSet-IP and T200 series (MGCP) and the T300 series (SIP).

SeaBeam Softphone (SIP) features video-conferencing, on-demand call recording, and presence notifications/alerts, while the FlexIP Softphone (MGCP) is a fully-

featured communications device that combines all of the benefits of a standard phone with the convenience and flexibility of an interactive desktop application.

Third party SIP terminals, including video phones, are also supported.



Unified Management

A single web-based interface provides a multi-level (System, Group, and User) unified management system for all Sea Softswitch programming. Administrators can configure all system entities, including users, groups, phones, trunks and gateways, as well as applications, features, reports, licensing parameters, and more. End-users can manage their own settings via a personalized web portal.



The Sea Softswitch user interface is designed to simplify programming for the system administrator. The programming interface is very intuitive and implementing changes in the system is quick and easy. Profiles can be defined and assigned to any system, department or user. A profile consists of predefined program entries of commonly grouped items. Once a profile is assigned, the Sea Softswitch user automatically takes on the attributes of that profile.



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